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Establish fleet management program (Dodson/Nooner)
                                                                                              See Equipment area under Fire, EMS and Spc. Ops
                                                                                                                                             Establish warehouse management program
                                                                    Liquidate surplus hardware items (Gryzb/Strubberg)
                                                                Create inventory control program (Strubberg) Completed
                                                                                    Implement preventive maintenance programs involving fixed
                                                                                            infrastructure assets (Dodson/Myers) Completed
                                                                                                                                                                  Establish asset management program (Myers)
                                                                                    Liquidate assets no longer of use to department master plan
                                                                                                                     (Myers) Completed
                                                                                     Implement lifetime warranty program for resources (Myers)
                                                                                                           Upgrade station alerting (Myers)

    We are the protectors of one another.

                                                                                             We are highly trained, compassionate professionals in all we do.

    We are ambassadors for the City of St. Charles both on and off duty.

                                                                                                                                                                       Promote key messages (Myers)

    We embrace modern business practices in a traditional industry.

                                                                                              Create venue for idea exchange (Myers) Completed
                                                                                                                                                          Host discovery sessions
                                                                                                     Communicate results (Myers) Completed
                                                                                                 Build annual business plans (Myers) Completed
                                                                                                                                                          Recognize and celebrate
                                                                                           Establish annual Ceremony of Honor (Myers) Completed
                      Rank and file 2018 (pending CBA)
                                                                                      Nominate employees for awards (Myers/Dodson) Completed
                              Battalion Chiefs 2016
                                                                    Develop and implement dress uniform and demeanor protocol (Myers)
                     Executive Chiefs - 2015 Completed
                                                                                                                                                                                                                                       Audience I: Firefighters and SCFD team members
                            Update SCFD patch to align with City brand standards (Myers)
                                                                                            Create internal culture shift that encourages firefighters/staff to understand and embrace the value of elevating the departments image. (Myers)
    Develop a plan to beautify and maintain resources to maximize pride and creativity (Myers)
                                                                                               Share motivational message and well wishes (Myers) Completed
                                                                                                                    Institue mobile office concept (Myers)
                                                                                                                                                                      Establish Chief level contact
                                                                                      Announced station visits (Myers/Dodson) Completed
                                                                                                                                                 Engage in firefighter communication
                                                                                                 Informal drop ins (Myers) Completed
                                                                                                Wellness meet-ups (Myers) Completed
                                                                                                                                                      Maintain website with accurate and timely information
                                                                                                                                                                            (Casey/Myers) Completed
                                                                                                                                                              Refer to Community Outreach

    SCFD responds to your call for help in your time of need

                                                                                                                                                                                                                                            Audience II: Citizens
                                                                                                                                             SCFD serves all citizens with compassion and kindness
                                                                                                                                                                                                             Key messages Completed
                                                                                                      3. SCFD is your neighbor and partner in making St. Charles a safe, healthy place to live, create, learn and thrive
                                                                                                                                                   Enroll Chief Myers and Chief Dodson in the Executive Fire Officer program (Myers)
                                                                                                                                                     Certify that 100% of Chief Officers are at Chief Officer I level or higher (Dodson)
                                                                                                                                             Certify that 100% of Company Officers are at Company Officer I level or higher (Dodson)
                                                                                                                                                                                Develop task books for all ranks (Dodson/Gryzb)
                                                                                                                    Become accredited with the Commission on Accreditation of Ambulance Services (Myers/Lewis)
                                                                                                                                                                           Achieve ISO class 3 rating (Myers/Dodson)
                                                                                                                                             Become accredited with Center for Public Safety Excellence (Myers/Bird)
                                                                                                                           Establish automated fire ground personnel accountability
                                                                                                                                              system (Myers/Grzyb) Completed
                                                                              Replace expiring turnout gear for every firefighter in 2015 (Dodson/Grzyb)
                                                                                                                                                        Establish a department Safety Committee (Myers/Gryzb
                                                                                 Host quarterly Safety Committee meeting (Myers/Grzyb) Completed
                                                                                 Achieve a 10% reduction in workers compensation in 2015 (Myers)

Completed
                                                                                  Achieve a 10% reduction in workers compensation in 2016 (Myers)
                                                                                  Achieve a 10% reduction in workers compensation in 2017 (Myers)
                                                 Reduce preventive accidents by 10% each year (Myers)
Implement a heart attack risk reduction plan for all firefighter (Myers)
                                                                                                                                  Launch a workplace safety / wellness campaign (Myers)
                                                                       Establish a physical fitness program for SCFD (Myers)
                                                                                             Develop a CIST (Myers) Develop a Department Chaplin as Program Lead (Myers)
                                                                                                                                                                             Establish a Critical Incident Safety/Stress Program (Myers)
                                                                                                                                              Contract with provider for QI/QI first pass (Myers)
                                                                                                                              Contract with provider for Dispatch performance dashboards (Myers)
                                                                                                                                                                                                                     Business Intelligence
                                                                                                                                         Contract with provider for response performance (Myers)
                                                                                                                                                                                                    Create revenue streams
                                                                                                                                      GMET supplemental reimbursement program (Myers)
                                                                                                                         92% collection Medicaid (Myers) Completed
                                                                                                                        92% collections Medicare (Myers) Completed
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65% collections private pay (Myers) Completed

